

Respect Revisited: Building a Sustainable Civility Program

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LEGACY

- How would I like to be remembered?

Types of Civility

- Equal Employment Opportunity/Law
- Other Types/Not in Legal Code

Incivility Causes Convergence Factors

- Stress
- Staffing Shortages
- Work Overloads
- Traffic/Urban Congestion
- Lack of Sleep
- Because we Can
- Not Valued
- Not Taught in the Home/School
- Affluenza
- Software over “Humanware”

Examples of Workplace Incivility

- Not returning phone calls, e-mails
- Demeaning, belittling, harassing others
- Rumoring and gossiping
- Not keeping appointments
- Failing to share credit for group work

Can they treat you



It just is the most important thing you learn to find your way

this way?

You bet your
dwindling assets
they can

Illustration by David L. Smith

Objectives

- Raise awareness about lack of civility, respect, ethics, integrity
- Develop ways to apply respect in the workplace—internal/external
- Obtain ideas for implementing a civility program

Interconnected Properties of Civility



Disconnected Properties of Incivility



Reducing Workplace Incivility

- Heed Warning Signals
- Do Not Punish Messenger
- No Excuses for Powerful
- Do Not Transfer Employees Who Should Be Fired

Sustainable Program

- Quality Booklet
- Note Cards/Promise
- Campaign
- Performance Appraisal

LEGACY

Share what I wrote down

THANK YOU

When You Do Good Work
It Will Get Known

With Appreciation to Gail Williams
and
NASA/Goddard Employees